

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

GIFFORD SEYMOUR BLYTON

COMPLAINANT

VS.

KENTUCKY-AMERICAN WATER COMPANY

DEFENDANT

CASE NO. 92-427

ORDER TO SATISFY OR ANSWER

Kentucky-American Water Company ("Kentucky-American") is hereby notified that it has been named as defendant in a formal complaint filed on October 2, 1992, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Kentucky-American is HEREBY ORDERED to satisfy the matters complained of or to file a written answer to the complaint within 10 days from the date of service of this Order.

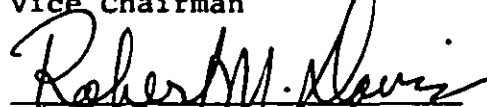
Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 12th day of October, 1992.

PUBLIC SERVICE COMMISSION

  
Chairman

  
Vice Chairman

  
Commissioner

ATTEST:

  
Executive Director

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

In the Matter of:

Oct 2 1 55 PM '92

Gifford Seymour Blyton  
(Your Full Name)  
COMPLAINANT

PUBLIC SERVICE  
COMMISSION

VS.

Kentucky American Water Company  
(Name of Utility)  
DEPENDANT

92-427

C O M P L A I N T

The complaint of Gifford Seymour Blyton respectfully shows:  
(Your Full Name)

(a) Gifford Seymour Blyton  
(Your Full Name)

625 Blue Ash Drive Lexington KY 40503  
(Your Address)

(b) Kentucky American Water Company  
(Name of Utility)

2300 Richmond Road Lexington KY 40502  
(Address of Utility)

(c) That: On or about 11-26-1991 this Complainant received a  
(Describe here, attaching additional sheets if  
bill from the Kentucky American Water Company for the period 8-15-91  
to 11-15-91 for \$262.81 for a total usage of 135,000 gallons of  
water for a period of 92 days. During this period the complainant  
necessary, the specific act, fully and clearly, or facts  
was out of town for ten days with the water shut off.

Upon protest of the Complainant the Kentucky American Water

that are the reason and basis for the complaint.)

Company advised the Complainant that it tested its meter and found  
it to be accurate and then replaced the meter. There was no  
explanation of the use of 135,000 gallons of water by this elderly

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Formal Complaint

Gifford Blyton  
(Your Name)

VS Kentucky American Water Company  
(Utility Name)

Page 2 man and his 79 year old wife except there was the possibility of a leaky water closet, water faucets, or leak in the water line from the meter to the Complainant's house.

The Complainant employed a plumber to check for leaks in all water appliances and in the water lines. None was found. This complainant has requested an adjustment of the said statement for water usage for the period 8-15-91 to 11-15-91, but the Kentucky American Water Company has steadfastly refused to make an adjustment.

The report of the Commission staff as a result of its investigation was that it appears the Kentucky American Water Company has properly billed my account. This complaint does not contest that based on rates approved by the Commission for the water usage billed, that the billing was proper, but cannot see how this complainant and his wife, both elderly (83 and 79 years respectively) could possibly use 135,000 gallons of water in 82 days or 1600 plus gallons of water per day and there were no leaks in the water lines or appliances. Aside from the bill in question the balance of 1991 (three billing periods) averaged \$37.91 per period.

Wherefore, complainant asks that the Kentucky American Water Company make some reasonable (Specifically state the adjustment to compensate for the unexplained 500% plus increase for the period in question. If the bill cannot be relief desired.)

adjusted to equal the average of the other three periods in 1991, then the cost should be shared equally.

Dated at Lexington, Kentucky, this 1st day  
(Your City)

of October, 1992.  
(Month)

Gifford Blyton  
(Your Signature)

(Name and address of attorney, if any)